

**WHAT IS CLAIMED IS:**

1. A computer system for processing an audio dialog document having at least one reference to an external file, the computer system comprising:

a processor;

a system cache coupled to the processor for temporarily storing files retrieved from a document server coupled to the computer system; and

a local file system coupled to the processor for storing one or more administrator-provisioned files; and

wherein the processor reads the audio dialog document and, if at least one reference to the external file indicates that the file is stored in the local file system, retrieves the external file from the local file system.

2. The system of claim 1, where in the processor reads the audio dialog document and, if at least one reference to the external file does not indicate that the file is stored in the local file system, retrieves the external file from the system cache if resident therein, or if not, retrieves the external file from the document server, and stores it in the system cache after retrieval.

3. The system of claim 1, wherein an audio document comprises a VoiceXML document.

4. The system of claim 1, wherein all administrator-provisioned files are selected by a system administrator and stored in the local file system only by command of the system administrator.

5. The system of claim 1, wherein administrator-provisioned files are deleted from local file system only by command of the system administrator.

6. The system of claim 1, wherein the local file system consists essentially of administrator provisioned files.

7. The system of claim 1, wherein at least one administrator-provisioned file is an audio dialog document file, or a synthesized speech file, or a digitized audio file, or a grammar file.

8. The system of claim 1, wherein an external file is indicated to be stored in the local file system designated if it is named in a distinctive manner.

9. The system of claim 8, wherein a file is distinctively named if its name comprises a "file://" descriptor or a "local://" descriptor.

10. The system of claim 1, wherein the system cache is automatically managed by the processor in accordance with a cache control policy.
11. The system of claim 1 wherein the document server is remotely located from the computer system.
12. The system of claim 1, further comprising telephonic connections, and wherein interpreting an audio dialog document further comprises generating voice output to and recognizing voice input from a telephonically connected user.
13. A method of processing a VoiceXML document on a computer system comprising:
- administrator-provisioning one or more files in a local file system coupled to the computer system; and
  - interpreting the VoiceXML document, wherein, when the VoiceXML document references an external file,
    - if the reference indicates that the external file is stored in the local file system, the external file is retrieved from the local file system, and
    - if the reference does not indicate that the external file is stored in the local file system, the external file is retrieved from a system cache coupled to the computer system, if resident therein, or if not, is retrieved from a document server coupled to the computer system and also stored in the system cache after retrieval.
14. The method of claim 13 wherein administrator-provisioning a file further comprises
- selecting the file by a system administrator;
  - storing the selected file in the local file system by administrator command.
15. The method of claim 14 further comprising deleting a file from the local cache by administrator command.
16. The method of claim 13, wherein an external file is indicated to be stored in the local file system designated if it is named in a manner distinctive from files not so stored.
17. The method of claim 16, wherein a file is distinctively named if its name comprises a "file://" descriptor or a "local://" descriptor.
18. The method of claim 13, wherein the system cache is automatically managed by the processor in accordance with a cache control policy.

19. The method of claim 13 wherein the document server is remotely located from the VoiceXML gateway.

20. A computer readable storage medium comprising computer executable code for causing a computer system to interpret a VoiceXML document, so that when the VoiceXML document references an external file,

if the external file is determined to be an administrator-provisioned file stored in a local file system coupled to the computer system, the external file is retrieved from the local file system, and

if the external file is determined not to be an administrator-provisioned file stored in the local file system, the external file is retrieved from a system cache coupled to the computer system, if resident therein, or if not, is retrieved from a document server coupled to the computer system and also stored in the system cache after retrieval,

wherein an external file is determined to be an administrator-provisioned file stored in the local file system if the file is named in a manner distinctive from files not so stored.

21. The medium of claim 20 wherein the code further causes a computer system to:

to store in the local file system in response to a command from a system administrator a file previously selected by the system administrator; and

to delete from the local file system in response to a command from a system administrator a file previously selected by the system administrator.